

## Michigan Department of Community Health

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### Survey Instruments and Purpose

<b>Survey Instruments</b>	CAHPS Health Plan Survey
<b>Version/Population</b>	Medicaid – Adult and Child
<b>Additions/Changes to Instruments</b>	This sponsor adds custom questions to get details on members' experience with: <ul style="list-style-type: none"> <li>• Transportation</li> <li>• Pharmaceuticals</li> <li>• Enrollment broker</li> </ul>
<b>Purpose of Project</b>	<ul style="list-style-type: none"> <li>• Providing measures for the Consumer Guide</li> <li>• Supporting Performance Bonus program</li> <li>• Benchmarking</li> </ul>

### Survey Administration

<b>Administered Since</b>	1998
<b>Administration Mode</b>	Mail with telephone follow-up (NCQA protocol)

### Uses of Survey Results

<b>Reporting</b>	Certain CAHPS measures are used in the annual Consumer Guide, which is distributed to new enrollees and other interested parties. The enrollment broker also produces a county-specific user guide. This is more user-friendly than guides that report results from the entire state because people can see the results for health plans in a smaller geographic area.
<b>Quality Improvement</b>	There are no specific quality improvement projects based on CAHPS data. However, the Getting Needed Care and Getting Care Quickly composite measures and the Health Plan rating score are calculated along with other measures in determining an annual Performance Bonus award.
<b>Marketing/Publicity</b>	None

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